820-605^{Q&As}

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Cisco Customer Success Manager (DTCSM)

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QUESTION 1

Which outcome is the best that a Customer Success Manager can achieve for a customer?

A. adoption of all the licenses and features the customer purchased leading to expansion to improve the customer\'s business

B. full adoption of all the technologies the customer purchased

C. removing barriers so the customer achieves the fastest time to value possible from the solution they purchased

D. ensuring the customers deployment teams and end users are trained and ready to adopt the technology

Correct Answer: C

QUESTION 2

Which role within a Customer Success organization acts as a single contact point for a customer across multiple technologies?

A. Delivery Team

B. Account Manager

C. Customer Success Manager

D. Customer Success Specialist

Correct Answer: C

QUESTION 3

Which type of information should be captured during the first customer engagement?

A. cases escalated to technical support

B. expansion opportunities

C. customer\'s desired outcomes

D. stakeholder map

Correct Answer: C

QUESTION 4

B. Measure the number of complaints raised by students

C. Combination of tailored surveys and IT tools-based metrics

D. Implement staff Super Users to provide feedback

Correct Answer: C

QUESTION 5

Which activity reduces the risk of chum?

A. providing a discount on renewal

B. lowering the service level

C. expanding the customer footprint

D. educating on product features

Correct Answer: D

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